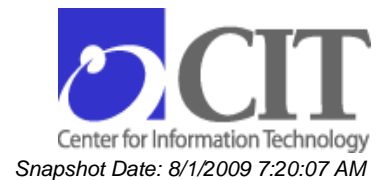


Customer Service Report for ASB

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Account Lockout	1	0	0	0	0	0	0	0	1	0	3
Register/Open	1	0	0	0	0	0	0	0	1	0	14
Application Support											
COTS-WSFTPro-Un/Install	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	1	0	4	0	2	0	0	3	0	1
Colocation-ON	0	0	0	5	0	5	0	0	0	0	0
Other	0	0	0	4	0	1	0	0	3	0	0
Unix	0	0	0	1	0	0	0	0	1	0	0
General Information											
Inquiry	2	0	0	0	0	2	0	0	0	0	0
OS/390											
Other Software	0	0	0	1	0	0	0	0	1	0	0
Printer/VPS	0	0	0	24	0	5	0	0	19	0	1
Video											
Videocast-General Information	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	6	1	0	39	0	17	0	0	29	0	1

Total Tickets Closed:	29
Total Tickets Assigned/Pending/Checked Out:	17
Total Tickets Created:	46